- If the call is connected on the phone's headset, the **HEADSET** key is lit. Pressing the key again will end the call.
- If the call is connected on the phone's handset, replacing the handset will end the call.

1.4 Starting a Conference

If you have more than one held call, or one held call and a connected call, pressing the **Conf** soft key will start a conference between you and those calls.

If you do not already have a held call, you can use the process below to start a conference.

1. Make a call to the first party or answer a call.
2. Press the **Conf** soft key. The current call is automatically put on hold.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Conf** again.
5. If they do not want to join the call or do not answer, press **Drop** and then press the appearance key of the held call.

1.4.1 Dropping/Muting Parties

You can drop parties from a conference call, including yourself. You can also mute other parties.

1. While connected to a conference call, if you press the **Details** key, the conference details menu is displayed.
2. You can then perform the following actions:
   - To scroll through the list of callers in the conference, use the ▲ up and down ▼ arrow keys.
   - To drop a caller from the conference, highlight them and press **Drop**.
   - To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
   - To return to the call display, press the **Back** soft key.
- If you are the only internal user in the conference, depending on your telephone systems configuration, dropping yourself from the conference may end it. Consult your system administrator for details.

1.5 Transferring Calls

To transfer a call your phone must have an available call appearance button. If all your current call appearance buttons are in use, you must end or park one of your existing calls.

1. Press **Transfer**. The current call is automatically put on hold.
2. Dial the number for the transfer. Alternatively, press **Dir** to select a destination from the directory.
   - To complete the transfer, press **Complete**. You can do this while the call is still ringing.
     - Transferring a call while it is still ringing is called an unsupervised transfer.
     - Transferring a call after ringing finishes is called a supervised transfer.
   - If the transfer destination does not answer or, after answering the call, does not want to accept the call, press the **Cancel** soft key.
3. Press **Complete** to complete the transfer. If the transfer destination does not answer or does not want to accept the call, press the **Cancel** soft key.

1.5.1 Transfer to Voicemail

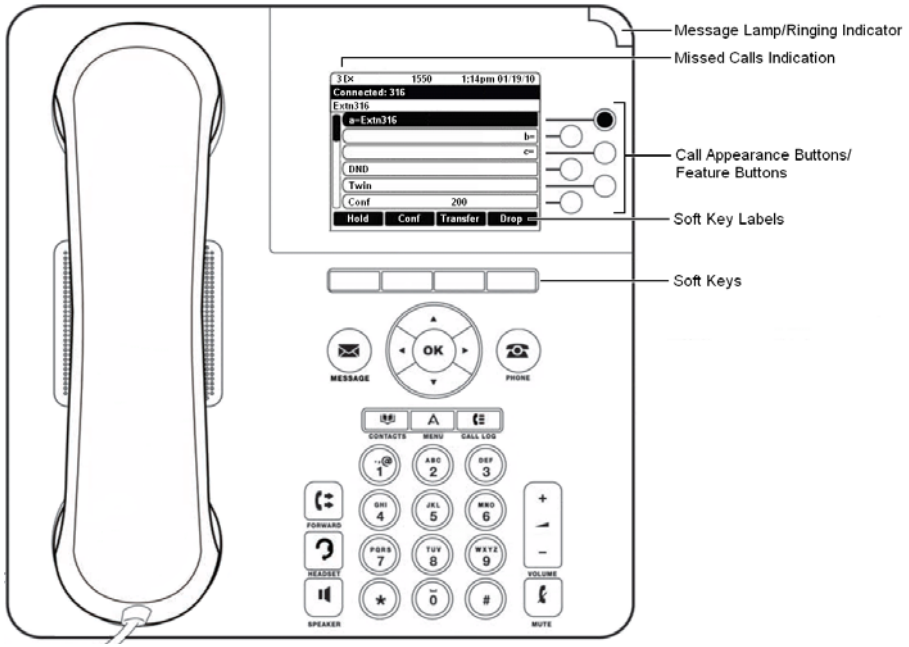
When set to visual voice mode, the key can be used to transfer your current call to the voicemail mailbox of another user or group.

1. With the call connected, press the key. You are still connected to the call and can continue talking.
2. Dial the extension number of the user or group to which you want to transfer the call.
3. When the number matches a user or group, their name is displayed.
   - To transfer the call to the user or group's mailbox, press **Select**. The caller will hear a few seconds of ringing and then the mailbox greeting.
   - To exit the transfer menu, press **Cancel**.

IP Office 9640 Quick Reference Guide

1.1 9640 Telephone

The IP Office supports the 9640 and 9640G versions of the 9640 telephone.



The phone supports 24 programmable call appearance/feature buttons. The labels for 6 of these are displayed in the main display and can be controlled by the adjacent buttons to the right. You can use the ▲ up and down ▼ arrow keys to scroll the display. You can also use the ◀ left and right ▶ arrow keys to move through the button feature in pages of 6.

Functions can be assigned to the phone's call appearance/feature buttons by your system administrator or by yourself using self-administration. Note that you cannot replace call appearances features assigned to buttons by your system maintainer but you can replace other features. However also note there are features that the system maintainer can assign that are not available to you to assign. This guide just includes features that you can assign yourself if required.

1.2 Answering Calls

A slow flashing red lamp on an appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing.

Selected Button

If you are currently not on a call, you can answer the alerting call in the following ways:

1. Select the method which you want to use to talk to the caller:
   - To quiet the ringing, press the **Ignore** soft key. The call will still continue alerting visually and can be answered or ignored.
   - To redirect the call to voicemail, press the **To VM** soft key.
   - To answer the call using the handset, lift the handset.
   - To answer the call handsfree, press the **SPEAKER** key.
   - To answer the call on a headset, press the **HEADSET** key.
   - Just pressing the key will answer the call either on the speaker or headset depending on the phone's audio path setting.
2. Once you have answered the call, you can switch between different talk modes:
   - To switch to using the handset, lift the handset.

- To switch to handsfree, press the **SPEAKER** key. If you were using the handset you can now safely replace it.
- To switch to headset mode, press the **HEADSET** key. If you were using the handset you can now safely replace it.
- If you have answered the call on the speaker or headset, pressing the **SPEAKER** or **HEADSET** key again before you select another mode will end the call.
- Just pressing the key or any other appearance button will put the current call on hold.

Answering Another Call

If you are already on a call, answering a new call will automatically put the existing call on hold.[1] unless your first press **Drop**.

1. Using the ▲ up and down ▼ arrow keys, scroll the display highlight the waiting call.
   - To quiet the ringing, press the **Ignore** soft key. The call will still continue alerting and can be answered or ignored.
   - To redirect the call to voicemail, press the **To VM** soft key.
2. To answer the call press the button. Your existing call will be put on hold.

1.2.1 Divert a Call to Voicemail

You can transfer a call targeted at you directly to your voicemail mailbox.

1. If the call is not the currently highlighted call on the display, use the ▲ up and down ▼ arrow keys to highlight it.
2. Press the **To VM** soft key. The call is redirected to your mailbox.

1.2.2 Ignore an Incoming Call

You can quiet the ringer of a currently alerting call. The call will continue alerting visually but with no audible ring.

1. If the call is not the currently highlighted call on the display, use the ▲ up and down ▼ arrow keys to highlight it.
2. Press the **Ignore** soft key.
3. The call will continue alerting but with no audible ring.

1.3 Making Calls

If you are not already on a call, then you can just dial the number. The first available appearance button will be used for the call. Alternatively, you can press a specific appearance button in order to make a call using that button.

If the number you dial matches a user or group on the telephone system, the directory name of the user or group is shown and the call starts altering the target.

If the call is to a user, and they do not answer, you can set and callback by pressing **CallBack** and then ending the call by pressing **Drop**. When a callback is set, the when the user next uses their phone or ends their current call, the system will call you and when you answer, automatically make another call to the user.

1.3.1 Calling a Person from the Contacts List

You can use any directory contacts to make a call. You can also use the directory in almost any telephone function where you need to select the number for a destination, for example during transfers.

1. Access the contacts directory:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the ◀ left and right ▶ arrow keys to select which type of directory entries you want displayed.
      - **All**
        All directory entries.
      - **External**
        Directory entries stored by the telephony system for all users to use.
      - **Groups**
        The names and numbers of hunt groups on the telephone system.
      - **Users**
        The names and numbers of other users on the telephone system.
      - **Personal**
        Your own personal directory entries.
   c. Use the the ▲ up and down ▼ arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
   d. To view more details of the highlighted name press **Details**. To return to the directory press **List**.
2. When the required entry is highlighted press **Call** or press the button next to the name.
3. Continue as for a normally dialed call.

1.3.2 Calling a Person from the Call Log

You can use the call log to make calls to the number included in the currently selected call record.

1. Access the call log.
   a. Press the **CALL LOG** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are ***All***, ***Missed***, ***Incoming*** and ***Outgoing***.
      - If you have any new missed call records (ie. the **CALL LOG** button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press **Call** to call the number displayed in the call record.

1.3.3 Redialling a Previous Number

When **Redial** is displayed it can be used in one of two ways, set by the phone's redial mode setting.

List Mode

This redial method is used when your phone's redial mode is set to ***List***.

1. Access the redial list.
   a. Press **Redial**. The list of outgoing calls is displayed.
   b. Use the ▲ up and down ▼ arrow keys to scroll through the 10 most recent outgoing calls.
2. Press **Call** to call the number displayed in the call record.
3. Continue in the same way as for a normal dialed call.

One Number Mode

This redial method is used when your phone's redial mode is set to ***One***.

1. Press **Redial**.
2. The number for the most recent outgoing call in your personal call log is redialed.
3. Continue in the same way as for a normal dialed call.

1.3.4 Withholding Your Number

You can select to withhold your number on external calls. Note that this option may not be supported in all situations. It may depend on the configuration of your phone system and options supported by your telephone line provider.

1. Press the **Features** soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ menu keys to highlight **Withhold Number**.
4. Press **Change** to switch the option **On** or **Off**.
5. Press **Save**.

1.3.5 Adjust the Call Volume

While talking, you can adjust the volume of the incoming call. The volume is separately adjusted for which every device you are currently using (handset, headset or speaker).

1. With the call connected, press the **VOLUME** key.
2. Use the **+** plus and **–** minus keys to adjust the volume.
3. The display will return to normal after a few seconds.

1.3.6 Muting a Call

Muting a call stops the caller from hearing you. However you can still hear them.

- The mute setting remains active even if you switch between calls using hold and or appearance buttons.
- If you change how you are listening to the call, for example switching from the handset to the speaker, the mute setting is canceled.

1. To activate mute, press the **MUTE** key. The button will be lit while mute is active.
2. To switch mute off, press the key again.

1.3.7 Ending Calls

- The **Drop** option can be used to end the currently highlighted call on the display.
- If the call is connected on the phone's speaker, the **SPEAKER** key is lit. Pressing the key again will end the call.